(b) Out of these 90 cases, 7 cases are pending for more than one year.

(c) and (d) It has been the endeavor of the Government to get the cases for sanction for prosecuting public servants considered expeditiously. Each case is examined by the authorities concerned and decided on merits at the earliest possible. Central Vigilance Commission have issued guidelines to be followed by Ministries/Departments in this regard. The Departments of Personnel and Training has also advised all the Ministries/Departments to ensure strict compliance of the guidelines so as to avoid delay in issuance of sanction for prosecution.

Functioning of Central Information Commissioners

2784. SHRI C. RAMACHANDRAIAH: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that all the four Central Information Commissioners, as mandated by the Right to Information Act are based in Delhi;

(b) if so, the reasons therefor;

(c) what is the system of disposal of the appeal, since the appellant cannot afford to keep making visits to Delhi, if the hearings are postponed; and

(d) the number of cases received and disposed by these Commissioners till date?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) Yes, Sir.

(b) Section 12(7) of the Right to Information Act, 2005 provides that the Headquarters of the Central Information Commission (CIC) shall be at Delhi and the CIC may, with the previous approval of the Central Government, establish offices at other places in India. The CIC has not yet proposed for establishing offices at other places.

(c) According to Rule 7(2) of the Central Information Commission (Appeal Procedure) Rules, 2005, the appellant or the complainant, as the case may be, may at his discretion at the time of hearing of the appeal or the complaint by the CIC, be present in person or through his duly authorized

representative or may opt not to be present. For disposal of appeals, the Central Public Information Officer as well as Appellate Authority concerned are generally asked to furnish comments under intimation to the appellant. Thus, the appellant gets an opportunity to file a rejoinder before the CIC which decides whether a hearing may or may not be held, depending upon the facts and circumstances of the case. As far as possible, CIC does not postpone its hearing.

(d) Out of 779 cases received, 210 has been disposed of by the CIC till April 24, 2006.

Lack of need based services

2785. SHRI EKANATH K. THAKUR: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that in most need based services like police, judiciary and municipalities, not even twenty per cent citizens are satisfied with their services and similar is the case with the essential services like Public Distribution System (PDS), hospitals, electricity and water supplies;

(b) whether it is also a fact that the low quality of services is due to poor and outdated systems; and

(c) if so, the steps Government propose to take to improve delivery of services to citizens?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI SURESH PACHOURI): (a) to (c) No reliable estimates are available with Government regarding percentage of citizens satisfied with need based services. The Government, however, is taking various steps to improve the quality of services. These, *inter-alia,* include:—

(i) A framework to benchmark the quality of service delivery by Government organizations on the parameters that are considered critical for citizen-centric governance viz. (i) Effective implementation of Citizen's Charger; (ii) Public grievances redress mechanisms; and (iii) Benchmarking service delivery from citizen's perspective;

(ii) Enactment of the Right to Information Act, 2005;

(iii) Prime Minister's award for Excellence in Public Administration;